Case Study
Designing the Project Plan to Comply with PoPI

THE CHALLENGE

The Protection of Personal Information (PoPI) Act came into effect in 2014.

With privacy now being a statutory requirement, our client had to assess its people, processes and systems to establish what exactly needed to be done in order to adhere to the PoPI regulations.

THE INDUSTRY

Communication

INVESTMENT

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WE USED

Project, Change and Process Management

Day 1

Day 60

Pétanque Consultancy
Clearly Better

THE OUTCOME

The successful implementation of a methodology that could identify the Personal Information Processing risks - as referred to in the PoPI Act - throughout the entire business. This enabled the organisation to efficiently and effectively understand and manage their privacy related risks. The risk mitigation entailed a series of changes to their processes, their IT and the manner in which their people worked with personal information.

The client said…

"Thank you for showing me that there actually can be light at the end of a dark, long tunnel again. I feel enlightened in so many ways."

This was the briefing…

"PoPI impacts across the entire business. We need to understand where in the business we are at risk of not dealing appropriately with personal information.

This means that we need training to understand how to address PoPI. We also need a methodology to understand, assess, and mitigate the risk within our business."

What we did…

First, we ran a Pilot to test the methodology in a high risk area. This outcome was then applied to a larger division, as Phase 1, adjusting the methodology to the bigger scope. This included training the PoPI Gap Analysis Team and engaging with department heads for them to understand the rollout plans and take ownership of the risks in their divisions. Phase 2 focused on the implementation of the identified mitigations.

The Result

Process Map identifying risk areas

Personal Information Dashboard
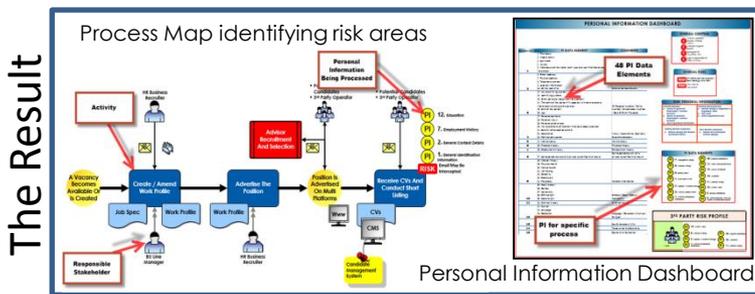
TRANSFORMATION ACHIEVED

Fast tracking of the identification and rating of privacy related risks that could result in non-compliance.

The significance of this is that non-compliance could lead to severe reputational damage and hefty fines.

People involved

Management Team
Gap Analysis Team

Strategy Specialist
PoPI and Change
Management
specialist
Process Architect

People involved